PushCoin - Frequently Asked Questions

Q: What about current "Lunch Ticket" balances that I have with the District?
A: During the Columbus Day weekend all funds will be transferred from our old "ticket" system to our new "PushCoin" system and placed in your account.

Q: Will PushCoin know my child is eligible for free or reduced lunch?
A: Free and Reduced eligibility status is securely and confidentially sent to PushCoin. Families qualifying for free lunch that do not plan on funding their child's lunch account should still set up an account to receive emails regarding your child's lunch activity.

Q: I understand that PushCoin will offer the possibility of TouchID (scanning my child's finger) to use for a payment system. Is this true?
A: Yes - TouchID is an ideal choice because of its ease of use, security and accuracy. The system only stores abbreviated (aka template) thumb data and does not transmit or store pictures of a finger. For example, law enforcement agencies wouldn't be able to use the PushCoin TouchID information as it's not detailed enough for purposes of identification outside a single building. In addition, the TouchID data is deleted 120 days since last use, so if a student stops using this feature, stored thumb information is automatically removed. Information for graduating or withdrawn students is deleted immediately.

Q: I don't feel comfortable with anyone having my student's fingerprint. What are my options?
A: PushCoin only stores abbreviated (aka template) thumb scan data and does not transmit or store pictures of a finger. Parents are offered a choice to "Opt-Out" of the biometric (finger scan) option. Chidren of families that decline to participate in the TouchID option will be looked up by name when making a purchase at the point-of-sale kiosk.

Q: How can I make payments to my student's account?
A: You have multiple methods for funding your student lunch account with PushCoin:

> **Electronic check (eCheck)** - The eCheck funding option is always free.

> **Credit Card (Visa, MasterCard, Discover)** - There is a transaction fee added to your total amount. Parents using a credit card will be notified of the total cost before submitting their transaction and will have the opportunity to cancel and select another funding source. (Once you have added funds to your account, you can transfer funds to additional student accounts without incurring an additional transaction fee).

> **Check** - You may also fund the account by writing a check payable to "Prairie Grove CSD46" sent to the District office. Remember to write in the check's memo: "Lunch

–Your student's name". Please remember to allow time between receipt of check and processing to your account.

Q: Can more than one person fund a child's PushCoin account?
A: Multiple persons can have access to the account. You can provide the child's registration code to another person to add to the child's account. Each person will be able to view transaction history and receive emails. Each person will only have access to their own funding source (credit card or eCheck).

More information about PushCoin:
- PushCoin is a mobile-friendly website. A smartphone or a tablet can be used to fund and monitor a student's meal account.
- Families can setup alerts which will be triggered by activities such as purchases and withdrawals.
- It is possible to check transaction history by logging into the PushCoin account and clicking Transactions.
- To fund a student's electronic wallet, PushCoin requires a minimum funding amount of $35. The balance of the account does not need to be $35, but when adding funds, the minimum amount that can be added is $35.